How to Delete a Gascard and Replace it with a New Card

Customer calls, faxes, or through Remedy notifies the Fuel Specialist he/she would like to delete a Gascard and replace it with a new card

Does the customer know the old Gascard number?

No → Does the customer know the licence plate number, or the vehicle number?

No → Custumer is instructed to find out the licence plate number or the vehicle number and call back

Yes (old Gascard number) → Fuel Specialist obtains the GasCard number from the customer

Yes (licence/vehicle number) → Fuel Specialist finds the Gascard number in the Gascard system (Screen 47) in Access or in FleetAnywhere

Fuel Specialist inputs the last five digits of the old card and pulls up the card in the Gascard System

Fuel Specialist takes the last five digits of the new card and "clones it" to the old Gascard

In the Gascard description box the Fuel Specialist notes that the old Gascard has been replaced with the new Gascard

After the information has been put in by the Fuel Specialist the old Gascard is deleted by pressing F2 twice

Customer is notified that the new Gascard has been activated